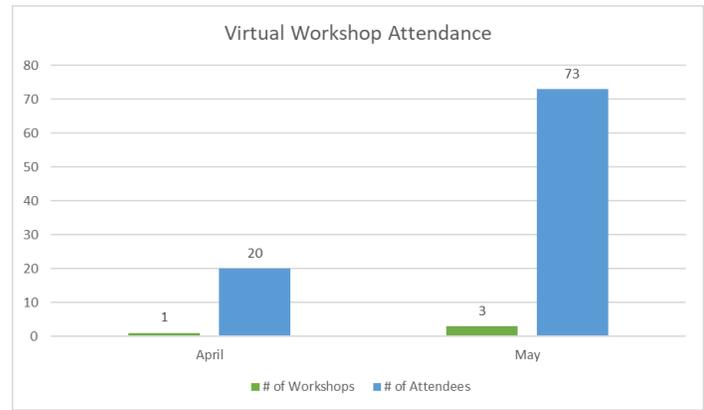


JOB SERVICES DURING A PANDEMIC

Virtual Workshops

When the Job Center of Lake County closed in response to COVID-19, team members responded quickly to develop and deploy virtual services and programs. Job Center personnel created and customized online workshops to address the special challenges of COVID-19. The first workshop developed, “Job Search Resources During COVID-19”, was an overview of virtual job search resources and tips for landing a job during a pandemic. By June, Job Center staff and partners had developed additional workshops on topics including: Your Personal Brand & Resumes, Industry Snapshot: Healthcare, Navigating SNAP & TANF, Defenses Against Eviction, and Navigating Medicaid Benefits. There will be additional workshops planned in the upcoming months to meet the needs of jobseekers.



Virtual Information Session

The Job Center of Lake County is making adjustments to continue operating within the constraints of social distancing practices and while providing vital services and support to our customers and community. As part of these efforts, the Job Center has created and implemented a Virtual Information Session. This provides jobseekers with the same information and benefits that were given during the on-site information sessions.



The Virtual Information Session includes a slide show, necessary documents and helpful jobseeker handouts, as well as a fillable form that allows users to apply for training services. Once users submit their application, the information is stored within a secure and encrypted database, and their application is referred to the necessary Job Center staff member for immediate review and follow-up.

Since implementing the Virtual Information Session, more than 100 individuals have submitted a WIOA application through the web page since mid-April. Future plans include adding bi-lingual audio narration to the slide show presentation.

Connecting with Customers Virtually

The Job Center of Lake County is also expanding the ways in which it communicates and interacts directly with its customers including jobseekers and businesses. By utilizing virtual communication tools and resources, the Job Center has maintained a high degree of personal contact in this difficult time.

During regular business hours staff members answer questions regarding the Job Center and its partners. Callers have said they appreciate hearing a friendly voice during this time of social distancing. Staff members are also using an internet-based phone service to communicate directly with jobseekers. Through a web browser or a mobile phone app staff can access all the necessary features (e.g. make/receive calls, voicemail, contacts, text messaging).

For circumstances requiring more direct communication and discussion, staff have utilized video-conferencing tools to schedule and conduct appointments and met with customers. This allows staff to communicate and meet with customers in a “virtual face-to-face” manner while following social distancing.

EMPLOYMENT SERVICES DURING A PANDEMIC

Virtual Industry Snapshot

The Business Service team was recently restructured so that a single team member is now assigned to a specific industry. This allows team members to specialize in their assigned industries.

The each Industry Snapshot presentation will be hosted by the Business Service representative for that industry and a local employer from that sector. The presentation will provide an overview of upcoming trends, labor market information, employment information, career paths, and tuition assistance. The employer will discuss current industry trends, what they look for in a job seeker, and upcoming hiring opportunities. The schedule includes:

- Industry Snapshot: Healthcare - June 25th
- Industry Snapshot: Information & Technology - July 23rd
- Industry Snapshot: Transportation, Distribution, and Logistics - August 20th



Virtual Employment Services

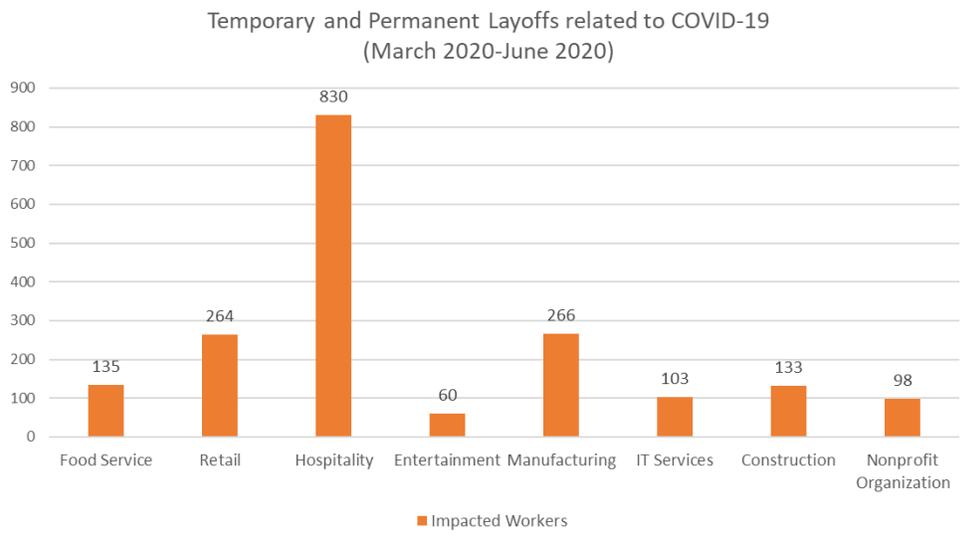
During April, the Job Center of Lake County created and launched a new tool to assist unemployed individuals. The “Job Opportunities” page, can be accessed through the Job Center of Lake County website. The page features current hiring opportunities from local businesses across multiple industries and occupations. Some of the most robust hiring has occurred in the areas of healthcare, manufacturing, and professional services. Jobseekers can also complete a form and submit a resume for consideration for an employment referral or work experience. In the past two months employers have submitted over 50 job opportunities and over 70 job seekers have submitted their resumes.

Virtual Rapid Response

An established Rapid Response team assists Lake County employers with consolidation, restructuring, layoffs, and downsizing assistance. The Rapid Response team consists of staff members from:

- Department of Commerce and Economic Opportunity (DCEO)
- Illinois Department of Employment Security (IDES)
- Lake County Workforce Development (LCWD)
- Employee Benefits Security Administration (EBSA)

Since March, the team has received 26 WARN Notices impacting 2,048 employees across all industries. Lake County employers have experienced increased temporary and permanent layoffs as illustrated in the chart above. The greatest number of layoffs have been in the hospitality sector.



Virtual events have been conducted with employers; and impacted workers have been mailed information about unemployment benefits, support services, and employment and training programs. All impacted workers are referred to the Job Center website for the most up-to-date information on jobs and careers. One example of this was a virtual rapid response forum offered to laid off employees of Kemper Valve. 10 of these employees were enrolled in CNC training in June to upgrade their machinist skills and to become more marketable as CNC Operators.